Huy Phan

1520 Gautami Drive Austin, Texas 78753
huvphan@gmail.com
(713) 855-7428

EDUCATION

Bachelor of Science in Technology Management   January 2015 – December 2016
Minor in Business Administration
Texas A&M University – College Station, Texas
Major GPA: 3.63 | **Overall GPA: 3.57**

TECHNICAL SKILLS

- **Operating Systems:** Linux, macOS, Windows XP/7/8/10, Windows Server 2012
- **Computer Languages:** SQL, CSS, HTML, Batch Scripting, Python
- **Big Data Ecosystems**: Hadoop, Hive, Sqoop, HDFS
- **Application Software:** Teradata Studio, SQL Developer, Dbvisualizer, SVN, Microsoft Access/ Visio/Excel/PowerPoint/Word/Sharepoint, Power BI, Tableau, CA Autosys, Microsoft SQL Server Analysis Services Database, TeamViewer, VMWare
- **Network**: DHCP, LAN/WAN, VPN, VLAN, DNS

PROFESSIONAL EXPERIENCE

General Motors – Batch Analyst | Austin, Texas   January 2017 – Present
- Batch failure prevention
- Develop batch design standards
- Managing and designing the reporting environment, including data sources, security, and metadata
- Generating reports from single or multiple systems
- Troubleshooting the reporting database environment and reports
- Evaluating changes and updates to source production systems
- Training end users on new reports and dashboards

General Motors – IT Operations Engineer | Austin, Texas   September 2016 – December 2016
- Incident management and response
- Monitoring and continuity planning of Autosys
- User support with batch design
- Problem resolution and root-cause analysis for Autosys
- Performed trend analysis on system performance, recommend configuration changes and participate in the planning activities to schedule system

Reynolds & Reynolds – Technician Specialist | College Station, Texas   June 2012 – August 2016
- Specialized in repair for PCs and Monitors equipment
- Evaluated adequacy of quality assurance standards for monitors and various electronic equipment
- Trained coworkers on policies and procedures
- Generated and updated checklists for department specific equipment procedures
- Collaborated with multiple Departments to ensure required equipment deadline are met

AWARDS

- **Distinguished Student Award from College of Education and Human Development**   2015
- **TeamGM**   2017